

MEMORANDUM

TO: Chairman Pat Miller
Director Debi Tate
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: February 15, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JANUARY¹

Regulated utility complaints received and investigated in January	167
Non-regulated complaints received and investigated in January:	3
Number of follow-up investigations made in January:	320
Year-to-date regulated utility complaint total:	167
Number of Telemarketing complaints investigated in January:	46
Year-to-date Telemarketing complaints	46
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,601,558
Number of active telemarketing solicitors:	562
Number of Do Not Fax complaints investigated in January:	101
Year-to-date total of Do Not Fax complaints	101
Year-to-date total TDAP devices ordered:	139
Number of calls to MCI Relay Center Intrastate: 50,917	Interstate: 5,610
	56,527

¹ Data in this report January change as information is updated.

Regulated Table

(Number of Regulated complaints received in January 2004)

Telephone Company's

1. Ardmore	1
2. BellSouth	50
3. CenturyTel	1
4. Crockett	1
5. Frontier/Citizens	3
6. Millington	1
7. Sprint United	4
8. TDS	1

CLECS

1. BTI	1
2. IDS	1
3. Knology	1
4. MCI	5
5. Momentum	1
6. Nuvox/Trivergent	1
7. US LEC	1
8. XO	2
9. Xspedius	4
10. Z-Tel	1

1. AT&T Residential	19
2. AT&T Slam	2
3. BellSouth	4
4. MCI	5
5. Sprint	8

1. International Satellite Comm.	1
2. AT&T Residential	1
3. BellSouth	1
4. Cingular Wireless	1

Resellers

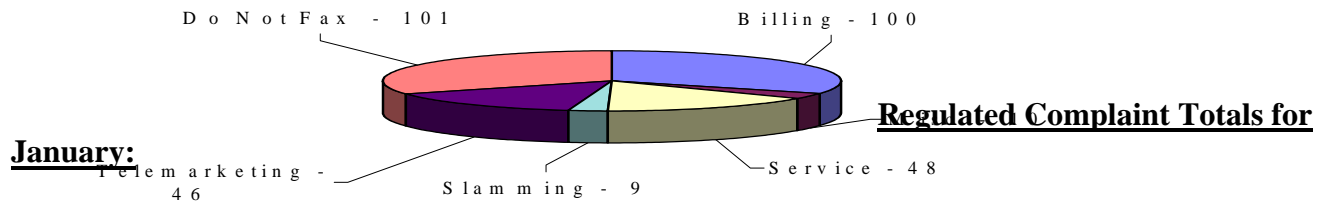
1. American Roaming Net	1
2. CCI	1
3. Champion Communications	1
4. Cinergy	1
5. Correctional Billing	1
6. Freedom Communications	1
7. Global Crossing	1
8. Global Tel	1
9. ITC	1
10. Kiss Long Distance	1
11. National A-1	1
12. Navicomm	1
13. NCIC	3
14. North Central Long Distance	1
15. Opticom	1
16. Qwest	2
17. Second Chance Phone	1
18. Telephone Company of America	1
19. Telliss	1
20. Time Warner	1
21. US Telecom Long Distance	1
22. Vartec	1
23. World Link Solutions	1
24. ZPDI	1

**Long
Distance
Companies****Non
Regulated Complaints
Regulated Complaints for NR Companies**

1. Webxites	1
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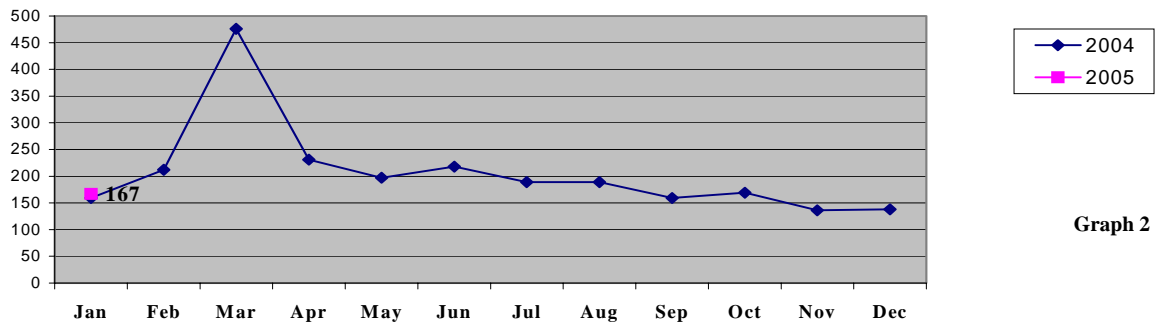
Billing Agents
Gas, Water & Electric

1. Enhanced Services Billing	1
2. ILD Teleservices	1
3. Integretel	1
4. Premier Premium Comm.	1
5. USBI	2



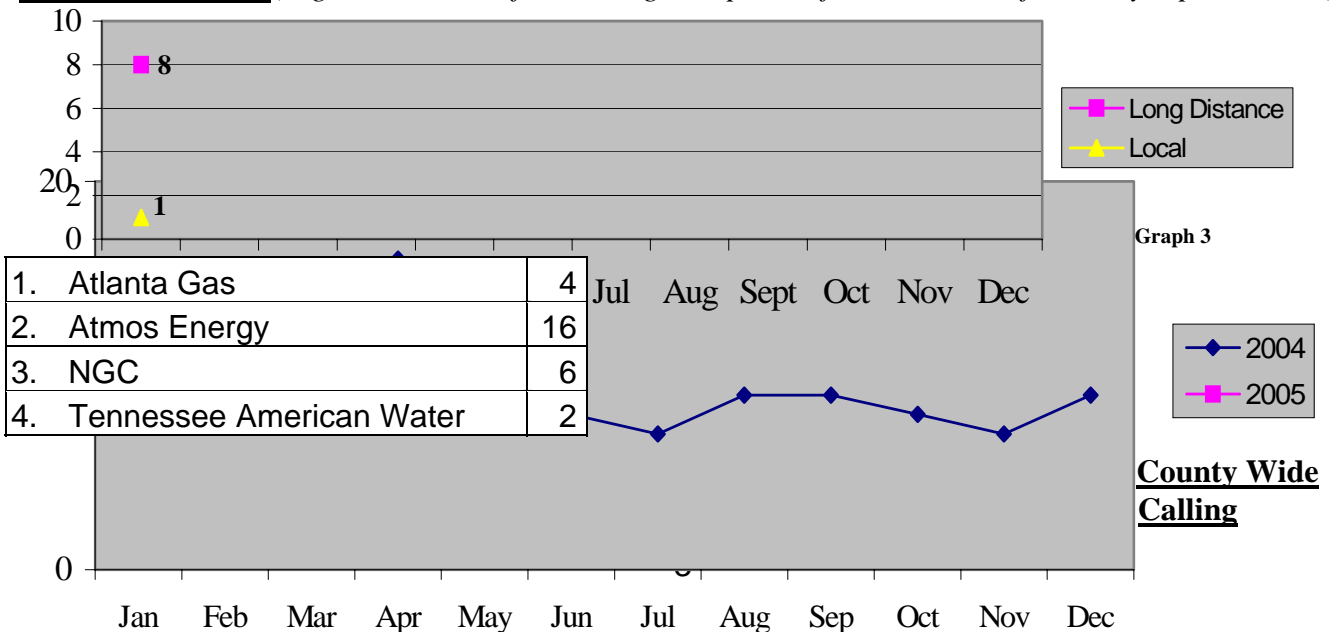
Graph 1

Regulated Utility Complaints from 2004 -2005:



Graph 2

Slamming Totals: (Highest Number of Slamming Complaints for the Month of January: Sprint LD: 3)



Graph 3

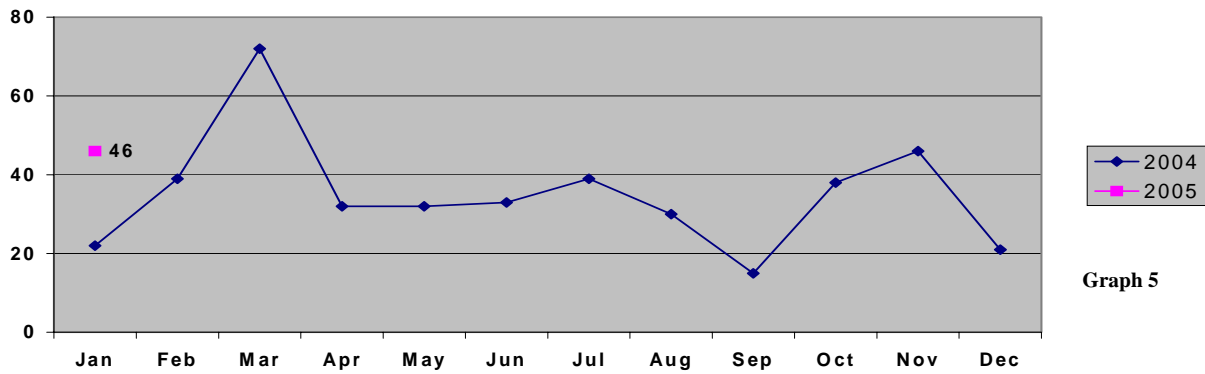
1. Atlanta Gas	4
2. Atmos Energy	16
3. NGC	6
4. Tennessee American Water	2

County Wide
Calling

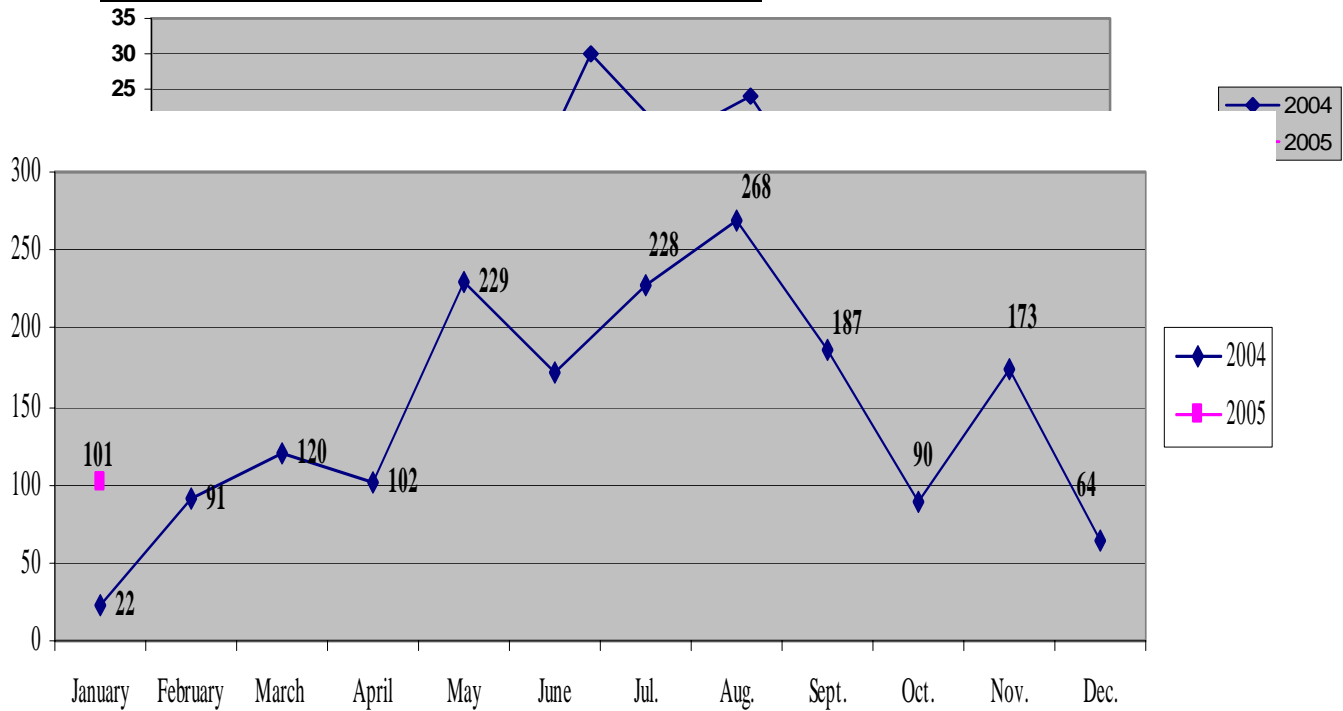
Complaints from 2004 and 2005

Graph 4

Telemarketing Complaints: (Most Complaints: Vacation Depot:8)

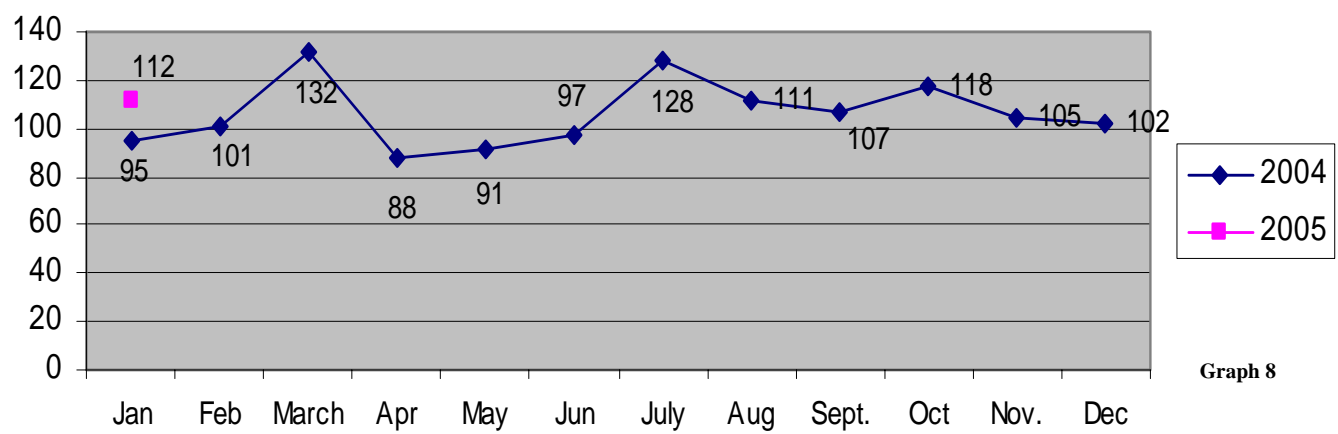


Telemarketing Solicitor Applications Approved:



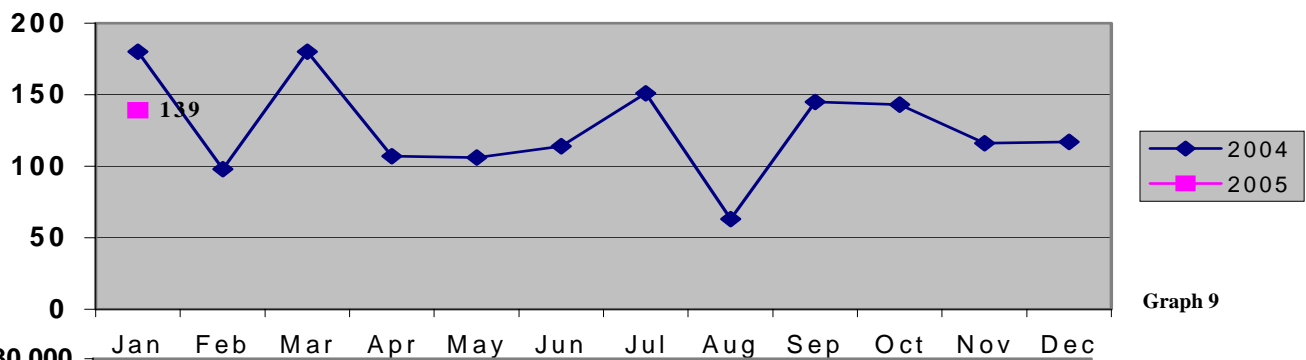
Graph 7

TDAP Applications Approved

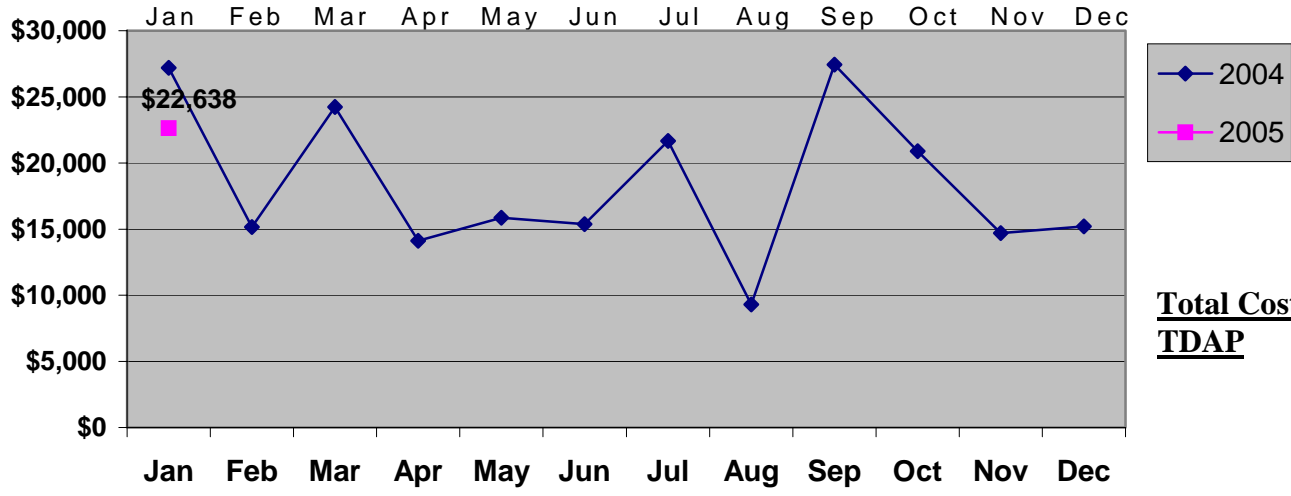


Graph 8

TDAP Devices Ordered:



Graph 9



Total Cost of TDAP

Devices Ordered:

Graph 8